TEC IOT as an enabler of change

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Challenges

Family & Friends

Health Care

Person

Social Care

TEC Provider
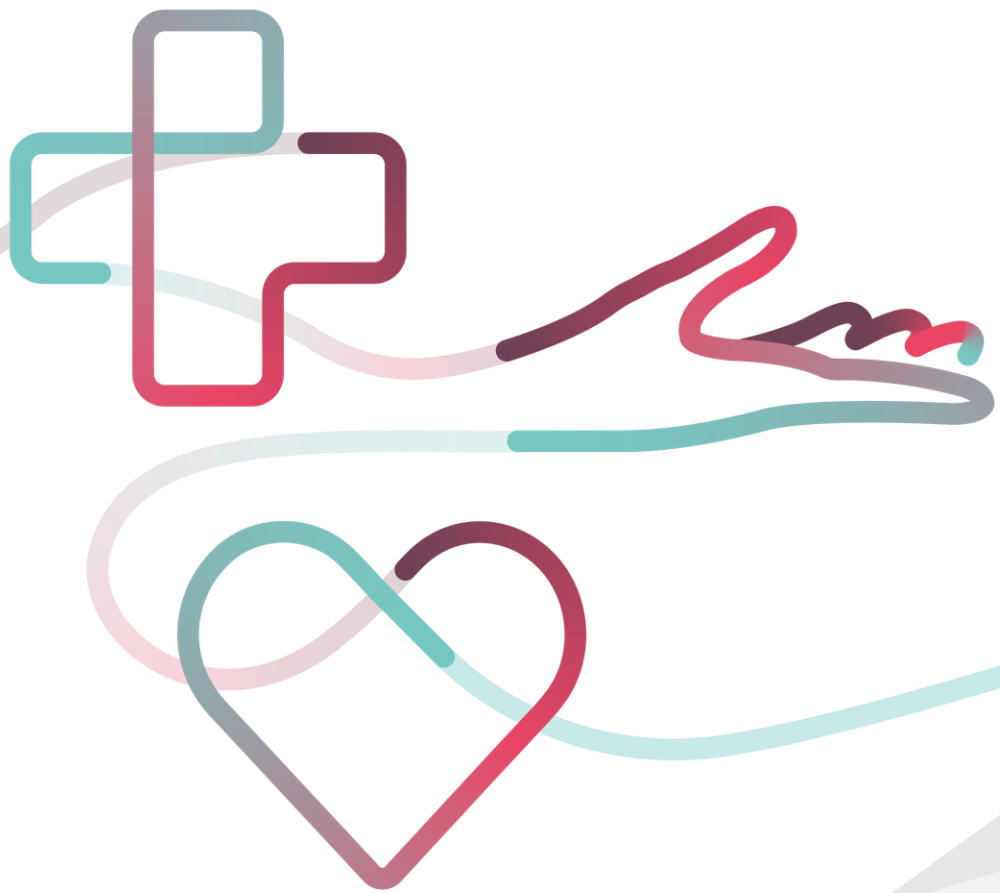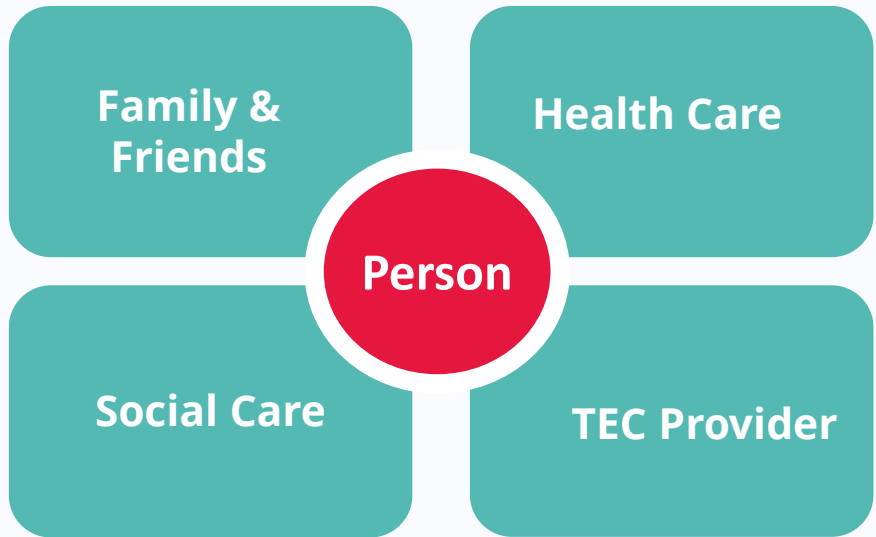
Choice

Transition	Transform
Reactive only (alarm)	Proactive and reactive (alerts &alarms)
Intervene to minimise consequences	Intervene to prevent event
Business friendly	Personalised and consumer friendly
Mainly professional staff involvement	Expand circle of care – family & friends
No use of data	Insight derived from data
Analogue to digital connectivity	Enabled by digital
Only social alarm frequency devices	Social alarm, IoT and BT devices
Deficits model of Care	Strengths based model of care
Closed and proprietary	Open & Interoperable
Equipment based model	Services/subscription-based model
Siloed service models	Integrated service model

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Evolution of Technology Enabled Care

First Generation	Second Generation	Third Generation	Fourth Generation
Personal alarms only	Addition of telecare solutions	Personalised and preventative services with alarm safety net	Fully integrated services e.g., Digital Care Records, Virtual Wards
Housing	Housing Social Services	Housing Social Services Care Providers Family and Friends	Housing Social Services Care Providers Family and Friends Health partners
Enabled by analogue phone lines, DTMF and ARCs	Enabled by sensors and Social Alarm radio frequency	Enabled by IOT Cloud Analytics	Enabled by IOT Cloud Analytics API's

"Local authorities should embed digital technology in frontline practice, including social work referrals, assessments and reviews...
...consider how digital technology can help meet Care Act requirements to promote improved wellbeing, contribute to the prevention of care and support needs..."
DHSC WGLL

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IoT delivering insight and evidence

Assure
Cloud
and
Analytics

Zigbee
Bluetooth
RFID
Social Alarm
radio

4G Cellular
Ethernet

Dashboards
App
SMS
Email
Integration

Security

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Outcomes

Personalise care and improve outcomes

Improve quality, safety, efficiency

Improve capacity

Enable preventative interventions

Joined up care network

New value-added services
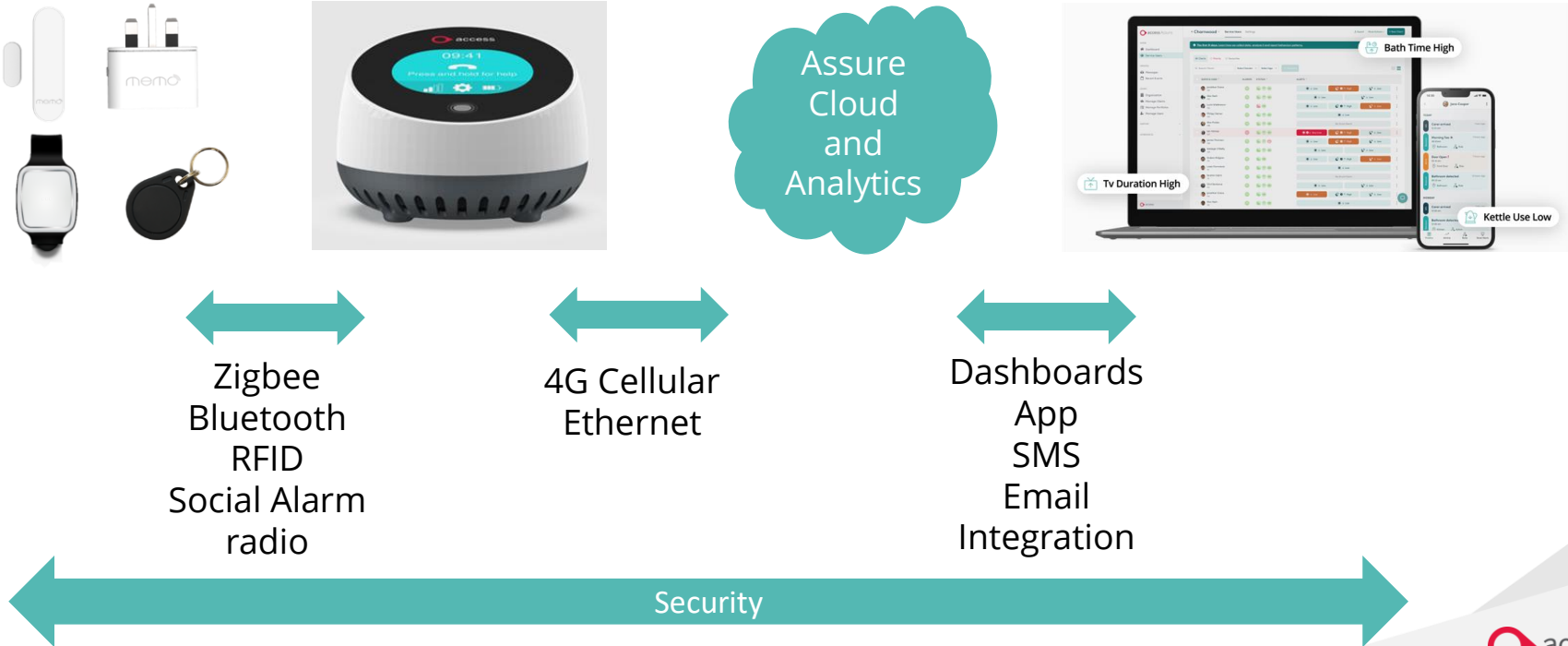
Insight and Evidence

Evidence

83%
Increase in reassurance and peace of mind

100%
Enabled more support (55% lot more)

40%
Care plans amended due to new insight

Increased numbers of preventative interventions

Care plan quality increased size +/-

£20,545
Costs avoided exceeded new additional costs

"I can see her pattern and understand her habits which enables me to intervene quickly if I see a change"

"Allowed me to concentrate on family knowing parents were well and active"

"I feel the biggest benefit for the Reablement Service is that we can monitor our service users and can see if tasks are being completed independently rather than just being verbally advised. This gives us evidence and makes our service more confident when stopping calls to promote independence"

Improving outcomes for all stakeholders

Family & Friends
- Positive reassurance
- Alerts to changes
- Early and pre-emptive interventions
- Reassurance of alarm safety net
- Provides confidence to continue with normal lifestyle

Health Care
- Avoiding hospital admissions
- Enabling quicker hospital discharge
- Support AHP's in the community
- Preventative and integrated approach

Person
- Confidence
- Reassurance
- Independence

Social Care
- Improved assessment, care planning
- and review
- Increased quality
- Better use of resources and increased capacity
- Preventative and integrated approach using strengths

TEC Provider
- Digital services
- Consumer focused
- Opportunity for new services
- Future proof
- Simpler installation
- More engaged stakeholders
- Greater integration with Commissioners

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Thank you

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